GUIDE

DefenseTravel
Management Office

MyTravel Quick Start Guide For Travel Managers

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V3.00

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Revision History

Revision	Date	Author	Revision/Change Description	Page, Section
2.04	2/1/22	Defense Travel Management Office (DTMO)	New Guide (adapted from info paper, changes were not tracked)	All
2.05	4/19/22	DTMO	Updated profile to include Self Approval	Pg. 9
2.06	5/12/22	DTMO	Updated “Lost and Found and Not Forgotten” to “Unassigned Personnel”	II.A
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I. Introduction

As this Quick Start Guide is intended primarily for Travel Managers, it makes sense to begin with a discussion of exactly what a Travel Manager is. You may be surprised to learn that there is no single role in MyTravel that is known as a "Travel Manager". Rather, *Travel Manager* is an umbrella title we use to collectively describe anyone who uses MyTravel for any purpose other than to arrange or approve official travel. Essentially, it's everyone who has a role other than (or in addition to) *Traveler*, *Approver*, or *Delegate*. So rather than talking generically about "Travel Managers," you should address specific roles as often as possible, to avoid confusion.

This Quick Start Guide will do several things:

1. It will give you a general understanding of the various roles.
2. It will help you understand the general tasks each role is responsible for performing.
3. It will provide a basic understanding of how they will accomplish those tasks.
4. It will show you how find training to gain a deeper understanding of how they accomplish the tasks assigned to them.

In all, there are many Travel Manager roles in with MyTravel, but many of those only work at the Department level. This Guide concentrates on those roles that are currently in common use at the organization level.

A. What is a Travel Manager?

In all, there are several dozen Travel Manager roles that perform tasks in MyTravel, but many of those work behind the scenes at the Department level. This Guide only addresses roles that are currently in common use in the field. Figure 1 performs two functions:

1. It visually represents the "separate but possibly overlapping" nature of Travelers, Approvers, Delegates, and Travel Managers. A person can have as many permissions as needed to perform all assigned duties.
2. It lists the current Travel Manager roles and points out three that are likely to become available in the near future (TBD). This Guide does not further address those three at this time. As a Travel Manager, you can have one, some, or all of the available roles. That is entirely up to your chain of command.

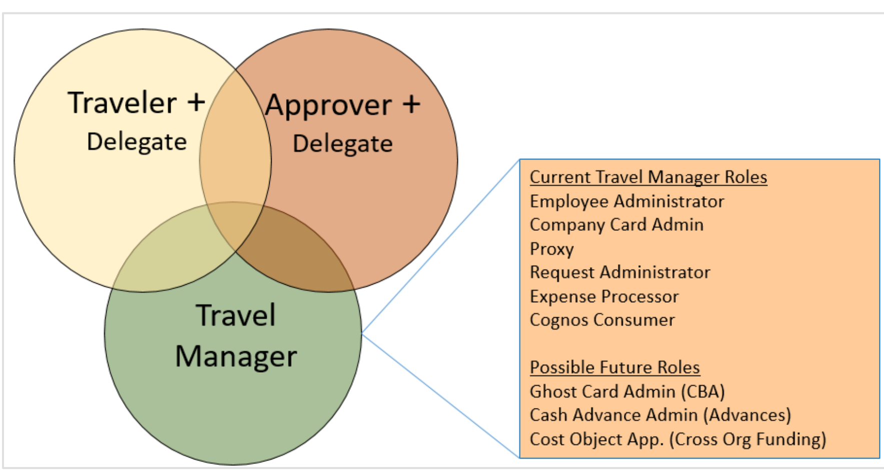

Figure 1: Travel Manager Roles

B. Why Aren't all Roles Available Now?

Many Travel Manager roles are able to configure the system for all organizations at once. This lets someone at the DoD level ensure the system works the same way for everyone. We refer to those roles as being *not group aware*, meaning they are not limited to only see and manipulate the assets of a specific organization* (and its sub-organizations). Some roles will always be held at the DoD level, but as the MyTravel scope expands, other roles will become *group aware*, meaning that a person who has those roles can be limited so that they can only impact their assigned organization (and its sub-organizations). As roles become group aware, DoD will be able to give them out at the organization level and you'll be able to use them.

*The word *group* means the same thing to MyTravel as the word *organization* means to DoD.

C. Travel Manager Roles and Responsibilities

Table 1 show a very high-level view of the available Travel Manger roles, though you will find more detailed descriptions in the remaining chapters of this Guide. Roles followed by an asterisk are not actually Travel Managers; they are included here merely for completeness.

Table 1

Role[1]	Responsibilities
Traveler*	Makes reservations. Creates travel documents and submits them for approval. Travels.
Approver*	Evaluates proposed travel plans and requested payments for approval.
Delegate*	Works on travel documents that belong to individual Travelers and Approvers assigned to them.
Employee Administrator	Creates, edits, and deletes profiles. Changes names, organizations, and contact information. Assigns Approvers and Delegates. In- and out-processes personnel who use MyTravel in any capacity.
Company Card Administrator	Manages Traveler GTCC account information and transactions.
Request Administrator	Provides management with information gleaned from trip requests. Helps Travelers or Approvers with their submitted trip requests.
Expense Processor	Same as Request Administrator, but works with expense reports.
Proxy	Works on travel documents that belong to any group (organization) member. Can't make reservations or approve.
Cognos Consumer	Runs Cognos Business Intelligence reports to find travel document and employee profile info. Availability limited by number of licenses.
[1]Many roles can be limited to working with only trip requests or expense reports. For example, a **Request Approver** approves trip requests. An **Expense Approver** approves expense reports. Your organization may allow the same person to perform both roles, or may choose to keep those roles separate.	
Note: Budget roles are not currently supported in MyTravel. Your finance system handles all budget tasks.	

D. High-Level MyTravel Organization Chart

To give you a better sense of the organizations and people involved in working with MyTravel, Figure 2 presents a simplified view of the MyTravel organization hierarchy and a very generic local structure.

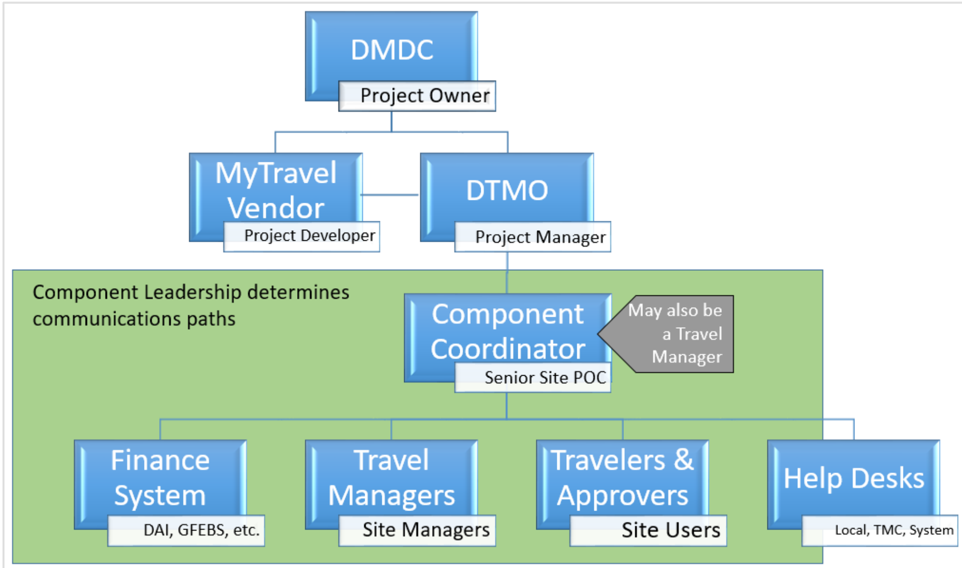

Figure 2: Roles Overview

The following roles and organizations appear in Figure 2, generally top-to-bottom and left-to-right:

- Supervisory and other organizations:
    - The Defense Manpower Data Center (DMDC) is the MyTravel project owner. They bear responsibility for the program and set the course for incremental development.
    - The MyTravel vendor is the contract organization that develops and maintains MyTravel.
    - The Defense Travel Management Office (DTMO) serves as an advisory body to both DMDC and the MyTravel vendor and a communications liaison between organizations that have or soon will implement MyTravel, DMDC, and the developer.
    - Both MyTravel and its contracted Travel Management Center (TMC) maintain their own help desks.
- Component assets (applies to each organization that has implemented MyTravel):
    - The Component Coordinator is your site's senior MyTravel entity, and may also be a Travel Manager. They also serve as the communications liaison between the site and the DTMO.
    - Your Component's finance system POCs. Currently DAI is the only finance system actively supporting MyTravel, but other finance systems will be coming on-line soon.
    - Your Component's Travel Managers.
    - Your Component's Travelers and Approvers.
    - Your Component may offer local help desk support. Contact your Component Coordinator to find out.

E. MyTravel Roles vs. DTS Roles

To help you get started thinking in terms of the Travel Manager roles in MyTravel, Table 2 provides a list of commonly available Travel Manager roles and the tasks they perform at the organization level. This will help you understand how those roles equate to the DTS roles you are familiar with. However, please note that none of them are 1-for-1 equivalencies; they are rough approximations only. Asterisks denote non-Travel Manager roles that are included for completeness only.

Table 2

DTS Role → Travel Manager Role ↓	Traveler	NDEA	AO	LDTA	ODTA	F/BDTA	APC/CPM	Help Desk
Traveler*	X							
Approver*			X					
Delegate*		X[1]	X[1]					
Employee Administrator				X	X			
Company Card Administrator							X[2]	
Request Administrator, Expense Processor				X[3]	X[3]	X[3,4]		X
Proxy								X[5]
Cognos Consumer				X[3]	X[3]	X[3,4]		

[1]Actual DTS role similarity depends on specific permissions assigned. For example, a Traveler Delegate not allowed to submit expense reports is more akin to a travel clerk or similar function. Approver Delegates can only be appointed for up to 180 days at a time.

[2]This is not really an equivalency at all. DTS has no role that equates to Company Card Administrator, though the Company Card Administrator is likely to either work closely with or actually be your APC or CPM.

[3]Request Administrators, Expense Processors, and Cognos Consumers all perform a reporting function, a task performed in DTS by anyone with organization access (e.g., all DTAs), as well as some others, e.g., Debt Management Monitors and Centrally Billed Account Specialists.

[4]Again, there are no budget functions or roles in MyTravel, so these "equivalencies" only refer to reporting duties. All budget processes (e.g., LOA creation, disbursement, debt management) occur in the financial system. Your Component Coordinator can explain how your organization handles financial processes.

[5]Proxies cannot make reservations for Travelers or approve documents.

F. How do I Become a Travel Manager?

When your organization is initially fielded, the DTMO Implementation Team will work with your local representatives to identify all personnel who need one or more MyTravel roles. The initial upload files ensure that everyone who will use the system receives the roles identified for them.

After the initial upload, if any changes are required, coordinate those changes through your Component Coordinator who will work with Implementation team to give individuals the roles they need.

II. The Travel Manager Roles

A. Employee Administrator

Travel Manager with a User Administration Role

Employee Administrators add and update MyTravel profiles. To access the screens that you need to use, on the MyTravel home screen, select **Administration** > **Company** > **Company Admin**, then on the **Company Administration** screen, select **User Administration**. Figure 5 shows you the full path.

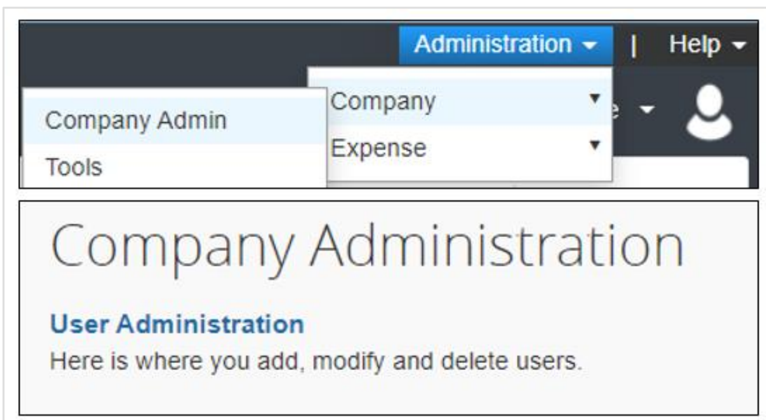

Figure 5: Path to User Administration Screen

User Administration Screen

The **User Administration** screen offers a link you can select to create a new profile (**Add New User**) and a robust set of tools you can use to search for an existing profile. When you find a profile, there are two ways you can view it:

1. Select either link in the first column of the search results to access the Administrative Profile view.
2. Select the icon in the last column of the search results to access the Traveler View.

Although every MyTravel user has only a single system profile, the specific information you can see and edit depends on your role and which view is open. Figure 6 shows the specifics of each view.

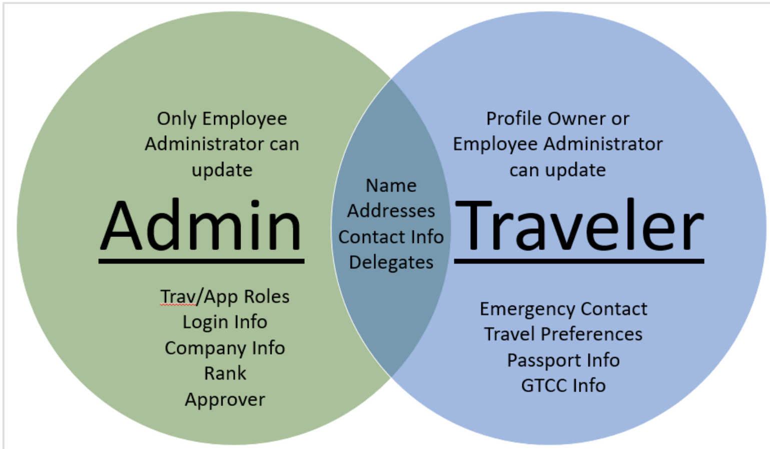

Figure 6: Content of Administrative Profile View and Traveler Profile View

As you can see in Figure 6, some information is unique to each profile view and some is available in both views. Only an Employee Administrator can see and update the information in the administrative view. An Employee Administrator can also see and update editable information in the Traveler view, as can the Traveler. The rest of this chapter only addresses the administrative profile view.

Profile Content

Your two primary jobs as an Employee Administrator are to create and update profiles. As is usually the case, when creating a profile, your basically enter all required information (plus as much optional information as you want or need), then save your work. When updating a profile, you enter any missing information and change any incorrect information before you save.

MyTravel profile content is dynamic, meaning individual fields and even entire sections may or may not appear depending on whether you are creating or updating, and based on the roles you've selected. Below is a brief summary of the sections you are most likely to see, when you will see them, and what the section is for. In this list, "they" and "their" refers to the profile owner. Asterisks mark mandatory information.

- The *Role(s)* section always appears, though the organization entry field only appears when creating. In it, you can select their Traveler ("user") and Approver roles (if any) and lowest-level organization
- The *General Settings* section always appears. In it, you can enter their *login name, *password, *name, access dates, *user ID, and email address. Refer to your local or Component business rules for the specific content of these fields.
- The *Work Address*, *Phone Number*, and *Home Address* sections appear when creating a Request User and for updates. All fields in these sections are self-explanatory and all content is optional
- The *Custom Fields* section appears when creating a Request User and for updates. In it, you can enter their Component, Grade/Rank, and Type of Traveler (Government, Enlisted, Officer, Contractor). You can also enter their **Site ID**, which is the lowest-level organization they belong to. Although this last item is not marked as mandatory, you must enter it for Travelers. Doing so allows the TMC to create reservations for them.

- The *Expense and Invoice Settings* section appears when creating an Expense User or Expense Approver, and for updates. At creation, you can enter their organization and personal information: *assigned organization, *Line of Accounting list, etc. Follow your local or Component business rules for required content. After saving the created profile, you can return and select an **Expense Approver** (for Traveler profiles), any required **Delegates**, and a **Personal Car**.
- The *Request Settings* section appears when creating a Request User or Request Approver, and for updates. You can't select anything in this section during profile creation, but if updating, you can enter a **Request Approver** (for Traveler profiles). **Note:** In rare cases, the organization-specific content mentioned in the *Expense and Invoice Settings* section appears here instead.
- The *Email Parameters* section only appears during creation. It lets you decide whether the system will send an email to alert the profile owner of their new profile. It also lets you adjust the text of those emails. Your local or Component policy will determine your actions in this section.

Key Admin Profile Changes

Names, ranks, organizations, Approvers – almost anything in a profile can change. As mentioned above, the profile owner can change some information, but there is some that only an Employee Administrator can change. One key change that may affect you often, depending on your organization's rate of employee turnover, is in- and out-processing. Some things to keep in mind:

- If a person leaves your organization, destined for an organization you don't have administrative access to, make the following changes:
  - (Usually; but follow your local policy) Enter a **Termination Date** to prevent unauthorized access to the system.
  - Approvers: Delete the approver for trip requests and the approver for expense reports.
  - Delegates: Delete all delegates.
  - **Self Approver**: If currently set to **Yes**, switch it to **No**.
  - **BI Manager**: If your organization uses this field, clear it.
  - **Employee Group – Level 2** and **LOA List**: Switch both fields to **Unassigned Personnel**. This is where an Employee Administrator in their gaining organization will expect to find them.
- If a person joins your organization and has a MyTravel profile, search for them in the **Unassigned Personnel** organization. If you find them:
  - If there is a **Termination Date** listed, delete it to allow access to the system.
  - Approvers: If they are a Traveler, add an approver for both trip requests and expense reports (can be the same in both document types).
  - Delegates: Add any necessary delegates.
  - **Self Approver**: If this person will be allowed to approve their own travel, set it to **Yes**.
  - **BI Manager**: If your organization uses this field, enter the required information.
  - **Employee Group – Level 2** and **LOA List**: Switch both to display the information appropriate to their new organization. Complete other **Employee Group – Level #** fields as required.

- If a new person joins your organization and they don't already have a MyTravel profile, you must create it.

Assigning Traveler Delegates and Approver Delegates

A Delegate is a person who can work on another person's travel documents. They can be assigned to a Traveler or an Approver, but can only perform the functions that are enabled on the **Expense Delegates** screen (see Figure 4). For just one example, a Traveler Delegate can be allowed to submit trip requests, expense reports, or both for approval. Many combinations of duties are possible.

One significant difference between them is their term of assignment. A Traveler Delegate assignment remains in place until manually removed. An Approver Delegate assignment automatically expires after 180 days unless scheduled to end sooner.

Also, before you may appoint someone to be an Approver Delegate, two things must be true:

1. The must be designated as an Approver in their MyTravel profile. The system will not offer them as an eligible Approver Delegate if they don't have this appointment.
2. They must have completed all required training and have a DD Form 577 on file appointing them as an Approver in MyTravel. The system cannot verify that either of these things is true, so making that check is the responsibility of the person assigning the Delegate.

Assign a Delegate

There are many ways to access the screens on which you can assign Delegates. They all lead to screens that function essentially the same way, though there are minor differences in the screen title. The only significant functional difference between them is noted in Table 3. This guide only shows one path for Employee Administrators and one path for everyone else, but you can use any available path.

1. If you are an Employee Administrator, open the administrative profile of the person whose documents the Delegate needs to access. For example, if Nigel Tran will work on Veronica Starr's documents, open Veronica's profile. Select the **Expense Delegates** link at the top of the *Expense and Invoice Settings* section (Figure 3) to open the **Expense Delegates for <Name>** screen (Figure 4).

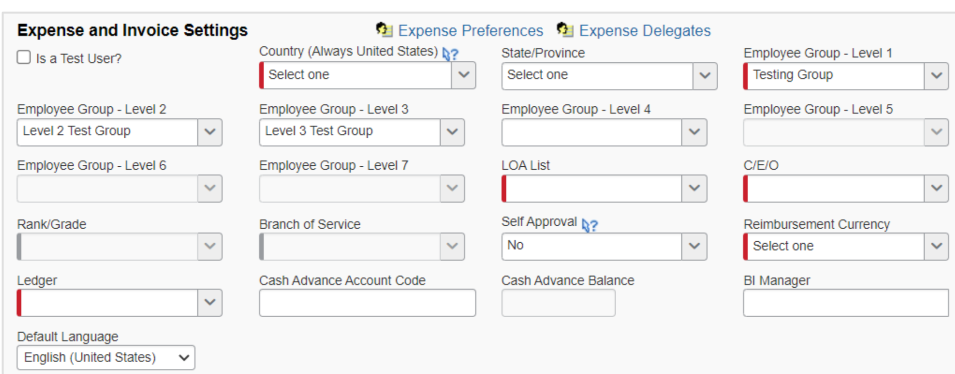

Figure 3: Expense and Invoice Settings in Administrative Profile

2. On the other hand, every person can assign their own Delegates. They can do that by selecting **Expense Delegates** in their own profile to open the **Expense Delegates For <Name>** screen.

On the **Expense Delegates For <Name>** screen (Figure 4), except where noted on the bulleted list below, the process is the same for everyone. Start by selecting **Add**, then enter the name of the person you want to assign as a Delegate. The screen updates to show that person and the permissions you can give them. If the profile owner and the prospective Delegate are both Approvers, you'll be able to select from the Approver options. Those are marked with asterisks on the bulleted list below.

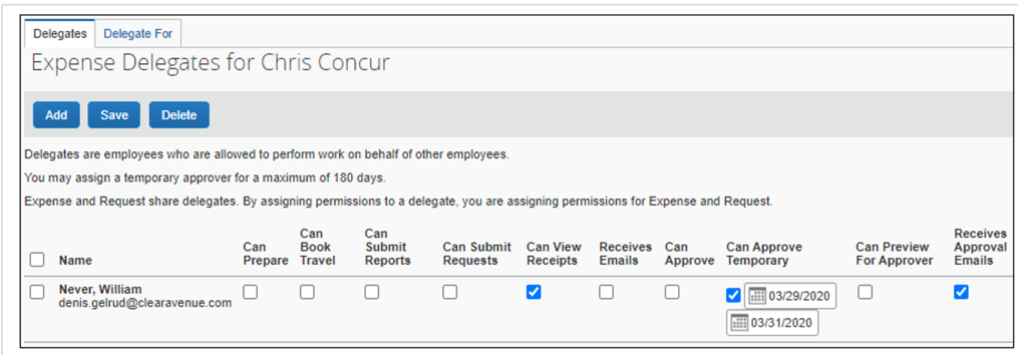

Figure 4: Expense Delegates for <Name> Screen

Perform the following actions on whichever Delegate assignment screen you land on:

1. Select **Add**. A search field opens.
2. Start typing the name of the person you want to assign as a Delegate. A list of selectable names appears. The more you type, the shorter the list gets.
3. Select the name of the person you want to assign as a Delegate. The screen updates to show that person and the permissions you can give them. If the profile owner and the prospective Delegate are both Approvers, you'll be able to select from the Approver options, which are marked with asterisks on Table 3.

Table 3

Selecting …	Allows the Delegate to …
Can Prepare	Create trip requests and expense reports for the Traveler
Can Book Travel	Make reservations for the Traveler
Can Submit Reports	Send expense reports to the Traveler's designated Approver **Note:** This option is only available to Employee Administrators.
Can Submit Requests	Send trip requests to the Traveler's designated Approver
Can View Receipts	See the Traveler's receipts
Receives Emails	Receive copies of the Traveler's document status emails
***Can Approve**	Approve documents starting now and for the next 180 days
***Can Approve Temporary**	Approve documents for a specific date range up to 180 days **Note:** This option overrides **Can Approve** if you select both options
***Can Preview For Approver**	N/A. Do not use. DoD has not approved use of this box.
***Receives Approval Emails**	Receive copies of the Approver's document approval emails

Once you save your work, you've assigned the Delegate. If you checked all the boxes, they will be able to do almost everything the profile owner can do (very few exceptions). If you left some boxes unchecked, their permissions are limited in the ways you'd expect – for instance, if you didn't check **Can Book Travel**, the Delegate will not be able to make reservations for a Traveler.

B. Company Card Administrator

Travel Manager with a Company Card Role

In order to understand what a Company Card Administrator does, you must first understand how MyTravel makes Government Travel Charge Card (GTCC) transactions available to a Traveler. Figure 7 graphically represents that process, which is explained below the figure.

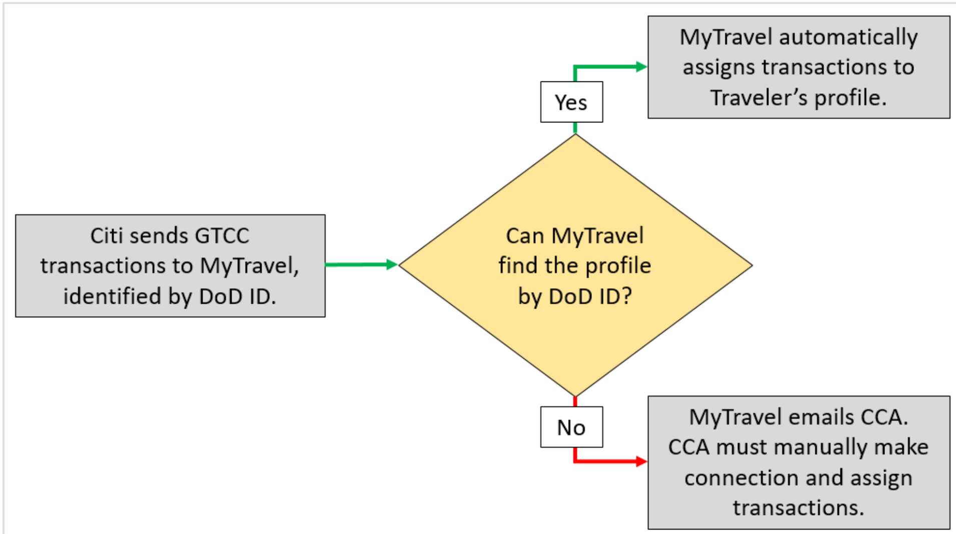

Figure 7: Process for Making GTCC Transactions Available to Travelers

- The process starts each night, when City exports to MyTravel all of the GTCC transactions it processed that day.
- When MyTravel receives the transactions, it automatically associates them with the appropriate Traveler accounts by matching the DoD ID number in the transaction with the DoD ID number in the Traveler's MyTravel profile. One of two results is possible:
  - MyTravel finds a Traveler account identified by the DoD ID number in question and attaches the GTCC transaction to it.
  - MyTravel cannot find a Traveler account identified by the DoD ID number. When that happens, a Company Card Administrator must manually make the connection.

Those actions comprise the bulk of the Company Card Administrator's duties, but other actions are sometimes necessary as well. For instance:

- Unassign a card from a Traveler's account when it's assigned to the wrong person.
- Delete a card account in MyTravel when a card is lost or stolen.
- Release "held" transactions to Travelers when MyTravel imported transactions that were tied to an unassigned card.
- Restore transactions a traveler hid/deleted but needs to include on an expense report.

You can take all of these actions from a single screen – the **Company Card** screen.

The Company Card Screen

To access the **Company Card** screen, select **Administration** at the top of the MyTravel home screen, then select **Company**, and then **Tools**. You can see all these options in Figure 5.

When the **Tools** screen opens, select **Company Card** to open the **Company Card** screen (Figure 8), which is where all your processes start.

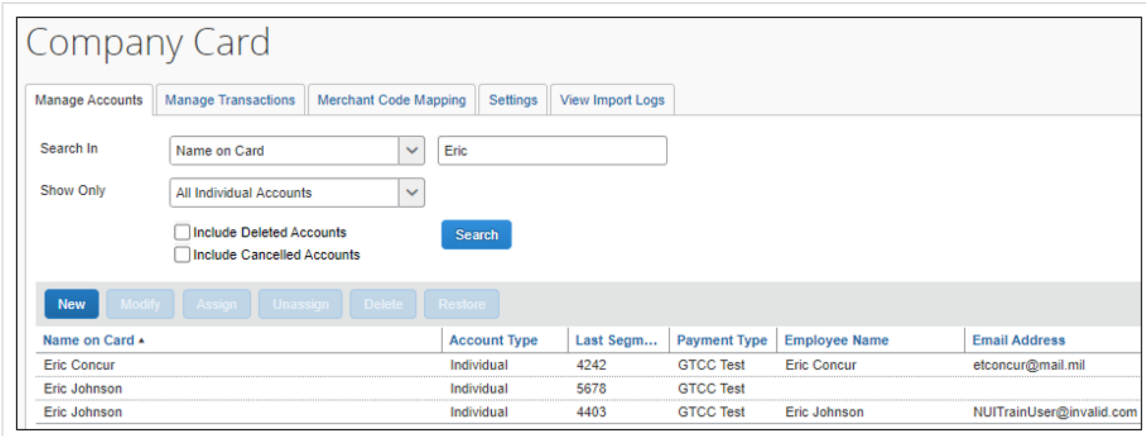

Figure 8: Company Card Screen

This screen's functions are organized under five tabs – only three of which you likely will ever use. Asterisks identify the tabs you will likely never use. From left to right, those tabs are:

4. **Manage Accounts:** You use this tab to work with GTCC accounts. You'll mostly use it to do these three things:
    - Find GTCC accounts that are not assigned to a Traveler profile. Once you find them, you can link the GTCC account to the profile. Afterward, new transactions identified (by DoD ID number) with that Traveler will go to the profile you designated.
        - To do this, you have to find the GTCC account, then find the Traveler profile, then assign the account to the profile.
    - Find GTCC card accounts that are linked to the wrong profile and unassign them, then assign them to the correct profile.
        - To do this, you have to find the Traveler profile, then unassign the incorrectly assigned card.
    - If a Traveler gets a new GTCC (new card number, not updated expiration date), you can delete the old account once it is no longer needed.
        - To do this, you have to find the Traveler profile, then delete their old card account.
5. **Manage Transactions:** You only use this tab to do one thing – connect hidden transactions to Traveler profiles so the Traveler can use them in an expense report. That said, there are several reasons that transactions may be hidden, the most common of which are:
    - Citi imported them either before the card account was established in MyTravel or after it was deleted.
    - The Traveler deleted them from their **Available Expenses** list.
        - To make hidden transactions available to the Traveler, you have to search for the hidden transactions, then "release" them, which puts them on the Traveler's **Available Expenses** list.

6. ***Merchant Code Mapping**: Don't even select this tab! DoD controls all the options available on it. It will be turned off one day, but until it is, you must never make any changes on the screen the tab opens.
7. ***Settings**: Most Company Card Administrators will not be able to access any option available through this tab. If you can make any changes, be sure to follow your local of Component business rules.
8. **View Import Logs:** When the system can't connect a GTCC transaction to a Traveler account, MyTravel generates a message and lists it in a file stored under this tab. It also emails all Company Card Administrators to inform them of all such errors. It emails all the Company Card Administrators because it doesn't know which organization the traveler accounts should belong to, so it informs everyone, so they can find the errors that belong to their organization. If any of the errors in that report do belong to people you are responsible for, you can leap into action on the first tab (see #1 above).

Note: You can only affect the card data that appears in MyTravel and the links between card accounts and Traveler profiles. You cannot in any way affect the actual card information or transaction data in Citi's system from any MyTravel screen.

C. Request Administrator and Expense Processor

Travel Managers with a Reporting or Help Desk Role

Request Administrators and Expense Processors search for travel documents using criteria-specific *queries*. As the names of the roles imply, Request Administrators can search for trip requests, while Expense Processors can search for expense reports. The same person can be appointed to both roles, allowing them to search for both document types. They can't, however, create new documents; they can only find documents that Travelers have submitted for approval at least once.

When they find one or more documents, they have several options. They can:

- Export key information to Excel (see Note 1 below).
- Open a single document to:
  - Make changes to it.
  - Move it along in the approval process (see Note 2 below).
  - Make it available to the Traveler (return a submitted document or reopen a closed one).

Note 1: Queries are a real-time reporting function. Cognos reports (more about these later) can be up to 24 hours behind, depending on the time they are run.

Note 2: An Approver has 7 days to approve or return a document. At the end of that time, MyTravel sends it up to the Approver listed in the Approver's profile for action. If the Approver has no Approver listed in their profile, the document appears at the top of the query results list instead. You can return this document to the workflow in three ways. All of them begin by selecting the top line of the entry in the *Search Results* to open the document, then selecting the **More Actions** button. This offers you the options to:

- **Edit Approval Flow** or **Approve and Forward**: Both of these options allow you to nominate a different Approver and move the document forward for approval.
- **Send Back to Employee**: This option allows you to return the document to the Employee to restart the approval process.

Important Note! Although the screen also has an **Approve** button, you should never use it. Selecting **Approve** as a Request Administrator or Expense Processor prevents MyTravel from sending the document to the finance system for processing.

Query Screen Access, Layout, and Use

In general, Request Administrators and Expense Processors have the same experience. In this Guide, you'll see things on the trip request side of the house, and we'll point out where there are differences for the Expense Processor, usually with parenthetical additions. Apart from those small changes, what applies to one role applies to the other.

To get to the **Process Requests** (**Process Expenses**) screen, select the **Requests** (**Expense**) tab at the top of the screen, then **Process Requests** (**Process Expenses**) on the bar below that. You land on the query screen (Figure 9). You can see most of the **Request** module items mentioned above in Figure 9.

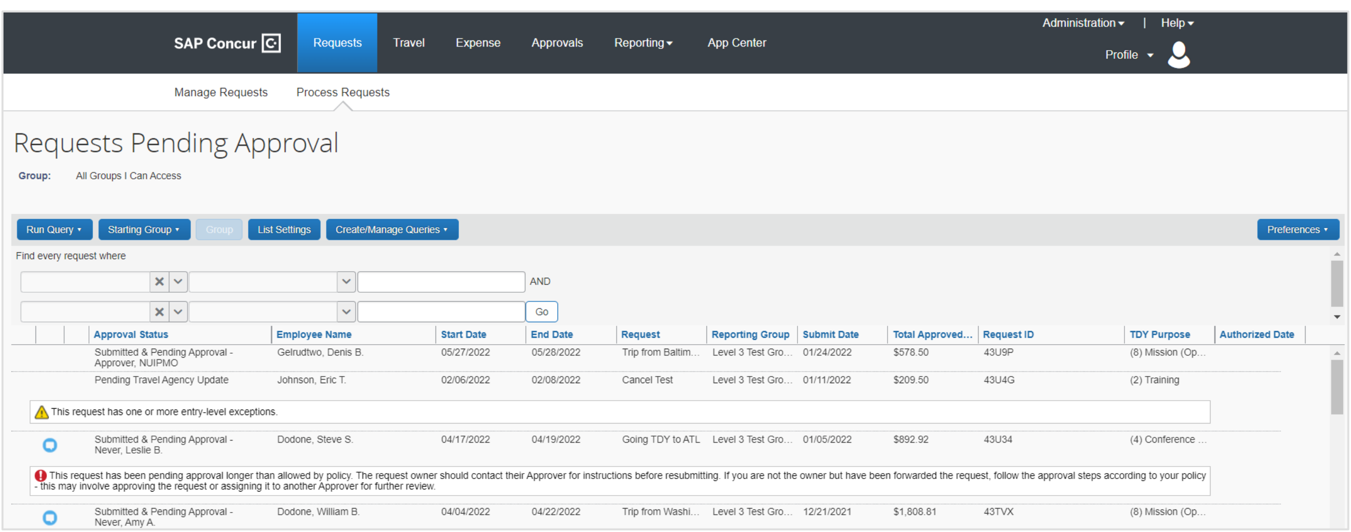

Figure 9: Process Requests Screen

In Figure 9, from top to bottom, you can see:

- The tabs in the black bar and its sub-tabs that you use to access the **Process Requests** (**Process Expenses**) screen.
- The name of the most recently run query and the groups that were included in it, which identifies the origin of the result contents. When you first open the screen, a default query runs (see Preferences, below).
- A series of action buttons; you use them to:
    - **Run Query**: Select a default or a saved query to run it. The **Process Requests** screen has five default queries. The **Process Expense** screen has four default queries.
    - **Starting Group** and **Group**: Two buttons that you use to determine the highest-level group to include in the query results and whether you want to include its sub-groups.
    - **List Settings**: Lets you pick the columns that appear in the query results.
    - **Create/Manager Queries**: Lets you create and save a new query or update a previously saved query.
    - **Preferences**: Determine which query is automatically run when you land on this screen, how many search results you want to see at a time, and more.
- The fields used to enter search criteria for an ad hoc query:
    - Use the three fields to enter: [a field to search in] + [a means of limiting that search] + [the text to search for]. For example, you could enter [**Start Date**] + [**After**] + [01/15/2022] to find all documents related to trips that started (or will start) after January 15, 2022. Leave all fields blank to see all documents.
    - There is no limit to the number of criteria when querying trip requests. When querying expense reports, you are limited to two criteria.
- The query results, which is a list of all the documents that match your query criteria.
    - Move columns by dragging-and-dropping
    - Sort any column by selecting a column header
    - Select the top line of a single document to open that document. Then, from an open document you can do several things to it – though the specific things you can do varies depending on the document's current status:
        - Make changes as needed.
        - Send it forward to the Approver – or, if needed, to an alternate Approver.
        - Send it back to the Traveler.
    - Export the list by selecting **Send to Excel** at the bottom of the screen.

The Key Queries

DoD leadership has identified a number of key queries you might want to run regularly. You can run them as ad hoc queries or create saved queries. You can run them as listed in Table 4 or modify them to better suit your needs. You can even regularly run more or fewer reports. The bottom line is that you can do whatever works best for you and satisfies your local and Component requirements.

With those preliminaries out of the way, here is some additional information about table 4:

- Each report is listed next to one to three key search criteria, along with each criterion's qualifiers and limiters. **Note:** The words "criterion", "qualifier", and "limiter", aren't official. That is, they don't appear in this context on the screen – they are just the terms we for them use in this guide.
- Since you can't search both document types at the same time, the notations (RA) and (EP) in the first column indicate whether you must run the query from the **Request Administrator** or **Expense Processor** screen.
- Items in pointed brackets (<,>) are variable items that will change for each query.
- Dates: MyTravel does not have "on or before" or "on or after" limiters for dates. So if the first date you want to include in your report is 1/15/2022, you must enter "after" and "1/14/2022". It works similarly with end dates. If the last date you want to include is 1/20/2022, you must query "before" and "1/21/2022". Table 4 uses "date of interest +1" and "date of interest -1" to reflect this.

Table 4

Report Identifies:	Criterion	Qualifier	Limiter
(RA) Completed trips with no submitted expense report	Approval Status	Not Equal	Cancelled
	End Date	Before	<date 3 business days ago>
	Has Expense Reports	No	N/A
(RA) Reservations in danger of being auto-cancelled	Approval Status	Not Equal	Approved
	Approval Status	Not Equal	Cancelled
	Approval Time Limit	Before	<date 3 business days from now>
(RA) Individuals on TDY during a specified date range	Approval Status	Not Equal	Cancelled
	Start Date	After	<date of interest -1 day>
	End Date	Before	<date of interest +1 day>
(EP) Unapproved expense reports	Approval Status	Not Equal	Approved
(EP) Expense reports over a certain cost	Submit Date	Before	<date of interest +1 day>
	Report Total	Greater than or equal	<$ value of interest>

Report Identifies:	Criterion	Qualifier	Limiter
(EP) Reports Confirmed for Payment	Payment Status	Equals	Payment Confirmed

Travel Payments

All travel payments that MyTravel generate come from the U. S. Treasury, not the Defense Finance and Accounting Service (DFAS). Travelers receive payments via electronic funds transfer (EFT) via a program called "Treasury Direct". There are several reasons for using Treasury Direct payments:

1. It allows the Treasury to make travel payments to the same account on file for the Traveler's paycheck direct deposit.
2. It better protects each Traveler's personal information by eliminating the need to store EFT information in the system.
3. It virtually eliminates EFT rejects.

However, if a Traveler prefers to have their travel payments go into a different account, they can easily do so. When an organization first implements MyTravel, all such alternate arrangements are retained. Later, Travelers can make alternate payment arrangements per their local or Component policy.

D. Proxy

Travel Manager with a Help Desk Role

A Proxy is a Help Desk role assigned at the group level. Being assigned at the group level means Proxies can log in as any group member to work on their documents. Like many other roles, they can be given access to the **Requests** module, the **Expense** module, or both. All of that is advantageous on several levels, but you should also be aware that there are some key things Proxies can't do:

- They can't work in the **Travel** module, which means they can't make reservations for Travelers. This severely hampers their usefulness in serving in an NDEA or travel clerk role.
- They can't approve documents, which means they simply can't act as Approvers, even in a back-up role.

On the other hand, this group-wide access puts a Proxy in an ideal situation to serve in a help desk role, though you must keep in mind the limitations mentioned above.

Another key fact is that although Proxies are group aware, the role that assigns them is not. In other words, the role that is able to designate someone as a Proxy is not generally given out Enterprise-wide. What that means in practice is that if you want someone to function as a Proxy, you must contact your Component Coordinator, who will contact the DTMO. We'll make it happen for you.

E. Cognos Consumer

Travel Manager with a Reporting Role

You can appoint Travel Managers who need to run Cognos reports for an organization to the Cognos Consumer role. At this time, MyTravel has very few Cognos licenses, so only a limited number of people will receive this role. If you will be one of those people, read on!

A Cognos consumer runs business intelligence reports to find data in MyTravel travel documents. It won't surprise you to find out, then, that a Cognos Consumer has a reporting role in MyTravel. That role is slightly different than the Request Administrator and Expense Processor that you learned about earlier in three major ways:

4. MyTravel exports travel information to Cognos once a day, overnight. So instead of getting real-time information as you do with queries, Cognos reports may be up to 24 hours behind, depending on when you run them.
5. They have no ability to open or work on documents in any way.
6. Instead of build queries one field at a time, Cognos gives you access to well over 200 pre-formatted reports that are available with a few mouse clicks. … Although that sounds like a huge number to get your head wrapped around, don't fret; not all of them apply to DoD. For example, DoD does not use the MyTravel **Invoice** module, so you can ignore any report designed to pull information about invoicing.

You can find a great deal of information about almost all Cognos reports – such as what's in them, where to find them, options for running them and much more – in the *Standard Reports Catalog* at https://www.concurtraining.com/customers/tech_pubs/Docs/Cognos/DefaultRpts/Catalog.pdf.

Running Most Cognos Reports

To run any Cognos report, you have to first open Cognos by selecting **Reporting** on the top bar of any MyTravel screen, then **Intelligence** on its drop-down menu. All Cognos reports are in nested folders. To find a report the first time, on the Cognos home screen, select the **Team Content** icon to access the folder tree, then drill down through successive levels of folders until you find your report.

If that sounds complicated, don't worry, you have two things in your favor:

7. After you've run a report once, Cognos places a shortcut tile to that report on the home screen. Selecting that tile allows you to re-run the report with one click.
8. The *Standard Reports Catalog* lays out the full path for almost every available report.

Running DoD-Specific Reports

In addition to those listed in the *Standard Reports Catalog*, DoD has created a number of unique reports to find information that Travel Managers need to know on a regular basis. You can find those reports by selecting the following options, in order (these options are graphically represented in Figure 10):

1. On the MyTravel home screen, select **Reporting**, then **Intelligence**.
2. On the SAP Concur home screen, select the **Team Content** icon.
3. Drill down through **Department of Defense** and **MyTravel Travel Manager Reports**. The key reports listed below are all in that folder.

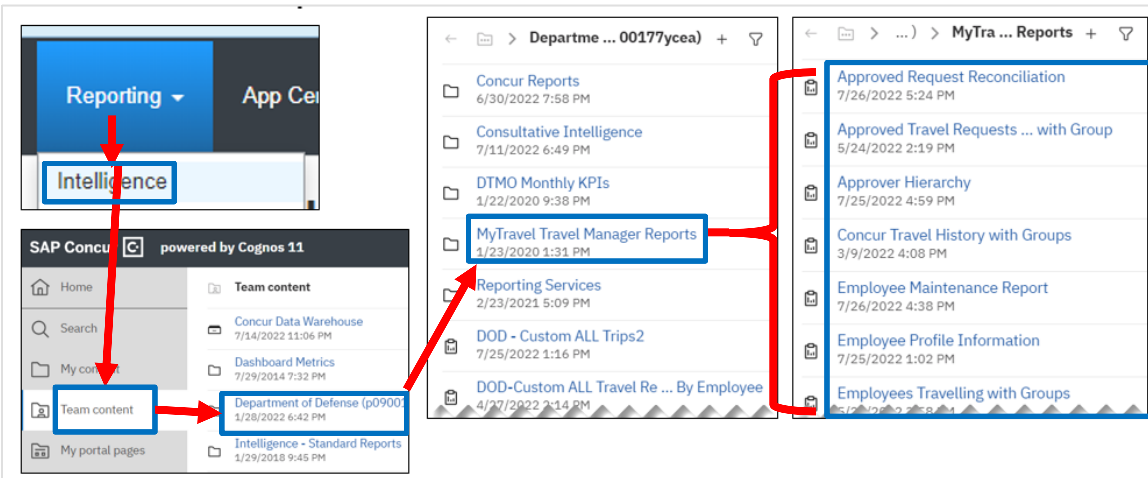

Figure 10: Path to DoD Cognos Report

How to Run and Display Travel Reports

In most cases, selecting a report displays search criteria, though a few reports do run automatically without the need to enter search criteria. Enter all the required search criteria and any optional criteria you choose to, then select **Finish**. (**Note:** The **Finish** button appears in different locations for different reports. You may have to look around the screen a bit to find it.)

The report displays by default in HTML on your screen, but you can change that. Select the "options" (three dots) icon next to the report name, then the **Run As** link to see and select an alternate display format (**PDF**, **Excel**, **Excel data**, **CSV**, or **XML**). All of these options are visible in Figure 11.

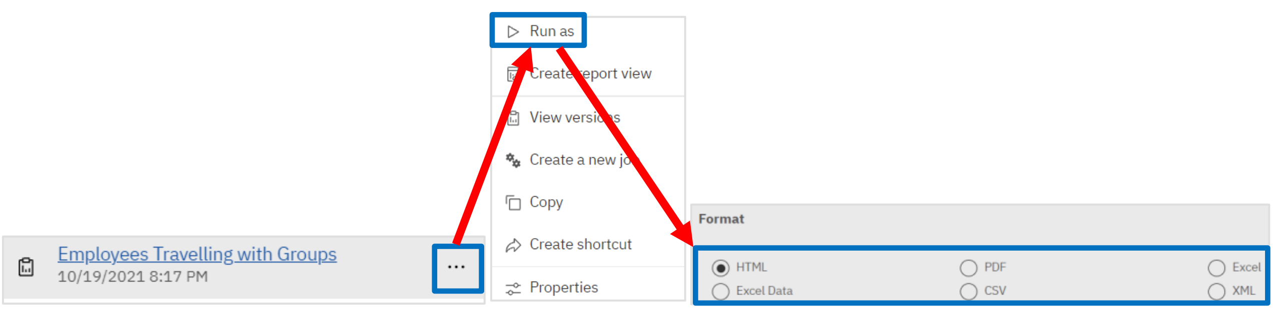

Figure 11: Cognos Display Options

You should also fully understand your organization's guidance on who is responsible for running these reports, how often they should run them, who they should send them to, and so on.

The Key DoD Travel Reports

What follows is a brief summary of the seven key DoD travel reports. You should make a special effort to run each at least once so you can fully understand their content and how it can best serve your organization. And remember is that *groups* is MyTravel's term for *organization*, so "with Groups" in a report name means the report includes key organization information. It has nothing to do with group travel.

9. *Approved Request Reconciliation* compares the status of approved requests to the status of the obligation in DAI. Currently, it only provides MyTravel data. For now, you must export your DAI data to do a side by side comparison until DAI automates data retrieval on their end.
10. *Approved Travel Requests by Employee with Groups* shows approved trip requests in an Excel spreadsheet, so it is useful for identifying who is currently on TDY travel, when, and at what cost.
11. *Approver Hierarchy* shows your travelers and all possible Approvers for their documents – Approvers, Approvers' Approvers, and Approver Delegates.
12. *Concur Travel History with Groups* shows approved trip requests that are pending approval, so it is useful for identifying upcoming travel and document approval status – and as such, can help you spot trips in danger of air reservation cancellation.
13. *Employee Maintenance Report* shows specific travel-related data from each employee's system profile.
14. *Employee Profile Information* provides identifying information about each employee and their assigned BI Manager.
15. *Employees Traveling with Groups* shows approved trip requests, so it is useful to show which Travelers are and aren't using City Pair flights.
16. *Executive Briefing Summary* shows a summary of travel spending, so is useful for spotting spending trends at a high level with little drill-down detail. This report contains a graphic visualization as well as the usual spreadsheet data.
17. *Expense Report Reconciliation* is exactly the same as #1, but for expense reports.
18. *Expense Report Totals* shows a details trip cost breakdown by Traveler and organization, so it is useful for showing detailed spending trends. This report also contains a graphic visualization.
19. *LOA List and Labels* shows all the LOA Lists you control and the LOAs listed on each one.
20. *Request to Expense LOA Audit* compares the LOAs used in trip requests to those used in expense reports.
21. *Workflow Aging – Details (Expense Reports)* shows expense reports pending approval, so it is useful for showing bottlenecks in the approval process.
22. *Workflow Aging – Details (Requests)* is exactly the same as #13, but for expense reports.

Training for Running Cognos Reports

If you are not familiar with Cognos, you can view training guides, videos, and recorded classes at https://www.concurtraining.com/toolkit/en/data-insights/intelligence#recorded.

If you're interested in a reporting deep dive, at the bottom of that screen, you can register for a free 3-day training webinar broadcast in English or Spanish, and from various places around the world to accomodate people in different time zones.

III. Find Travel Manager Training by Role

In general, the best places to find training for Travel Managers is in the vendor's **Training Toolkit**. The URL for that resource is https://www.concurtraining.com. Once you get there, feel free to navigate through the various screens and take any training pertinent to your assigned roles.

The **Training Toolkit** contains more training material than you're ever likely to need. While you are welcome to access as much you wish, the tables below point you to those most pertinent to specific roles and tasks. We recommend you start with them before you tackle the rest.

If you're using an online version of this Guide, Tables 5 and 6 provide selectable links that open some of the more pertinent guides and videos. If you're looking at a printed version, you can find the listed resources at the following locations:

For Travelers & Approvers:

- https://www.concurtraining.com/toolkit/en/expense/end-user/ui02

For Travel Managers:

- https://www.concurtraining.com/toolkit/en/expense/administrator
- https://www.concurtraining.com/toolkit/en/travel/administrator
- https://www.concurtraining.com/toolkit/en/data-insights/analysis

Table 5

Path	Guide
Shared: Delegate Configuration – Setup Guide[1,2,3]	Guide
Expense: Proxy Logon – User Guide[2]	Guide
Shared: User Administration – User Guide[3]	Guide
Concur Travel: Company Administration – User Guide[3]	Guide
Expense: Exceptions – Setup Guide[4,5]	Guide
Expense: Processor – User Guide[5]	Guide
Concur Travel: Travel Reporting – User Guide[6]	Guide
Pre-Built Standard Reports Catalog[6]	Guide
Expense: Company Card & Company Bill Statement Administrator – User Guide[7]	Guide
Footnotes = most useful for: [1]Delegate [2]Proxy [3]Employee Administrator [4]Request Administrator [5]Expense Processor	[6]Cognos Consumer [7]Company Card Admin.

Note: In Table 6, each task is individually assigned. In other words, you won't necessarily be able to accomplish every task listed for an assigned role. You only need to take the training associated with the tasks you are able to perform.

Table 6

Role	Task	Path for DoD[1]	Video
Proxy	Work with documents as a Proxy[2]	Profile > Act as user in assigned group (Proxy)	Video
Emp. Admin.	Create and update profiles	Administration > Company > Company Admin > User Administration	Video
	Assign Delegate		Video
	Create or modify Delegate		Video
Req. Admin. Exp. Proc.	Run and format request queries	Requests > Process Requests	Video
	Run and format expense queries	Expense > Process Reports	Video
	Export expense report to Excel[3]		Video
	Choose expense report columns to display[3]		Video
	Choose expense report display preferences[3]		Video
	Open expense reports[3] and view receipts		Video
	Find and approve expense reports[3]		Video
	Edit or return expense reports[3]		Video
Cognos Consumer	Run travel reports	Reporting > Intelligence	Video
Comp. Card Admin.	Manage card accounts	Administration > Company > Tools > Company Card	Video
	Manage card transactions		Video
	View data about GTCC import files		Video

[1]DoD path may differ slightly from path shown in video.

[2]Written for Proxy, but Delegate actions are similar.

[3]Written for Expense Processor, but Request Administrator actions are similar.